



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9

Buckingham Row

Brick Kiln Lane

Wigan

WN1 1XX

Email: [foi@wwl.nhs.uk](mailto:foi@wwl.nhs.uk)

Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

Ref: FOI/2024/10380

Date Received: 20<sup>th</sup> December 2024

Response Due: 22<sup>nd</sup> January 2025

Date: 2<sup>nd</sup> January 2025

Dear Sir/Madam

With reference to your request for information received on 20<sup>th</sup> December 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

**1. Does the Trust have guidelines on translation and interpreting?**

Yes.

**2. If so, please could you share the guidelines/ policy?**

Please see the policy attached.

**3. Does the Trust offer (separate) guidance for multilingual members of staff in regard to translation and interpreting?**

No, only professional interpreters are used.

**4. If so, please could you share the guidelines/ policy?**

N.A.

**5. Does the Trust hold a database or record of languages spoken by staff?**

No.

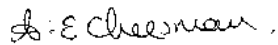
**6. Does the Trust employ in-house interpreters?**

No.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we

will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Amanda Cheesman  
Deputy Chief Nurse

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111